

Solutions support staff with work attendance



“The Attendance Support Program’s new process is fantastic. It not only takes work off my desk, it’s a reliable way of keeping track of employees with high incidental sick time. I can visualize incidental sick time actually decreasing.”

Connie Fiorante
Nursing Unit Manager

RPIW 89

Changes introduced by the Attendance Support Program are helping managers more easily identify and support employees who have a high rate of incidental sick time. A new electronic tool pinpoints the highest incidental sick time users in any work area within 30 minutes. The previous process took significantly more time. As a result of improvements to skill-task alignment, managers now spend 99% less time setting up an employee attendance meeting (from 13 minutes to 5 seconds) and the total amount of time needed to book meetings has been reduced by 90% (from 35 hours 10 minutes to 3 hours 39 minutes*). Improvements are expected to be adopted region-wide in 2017.

*Time includes waiting for responses and interruptions.